

Toll Increase FAQs

***E-ZPass*® Maryland Discounts**

- 1. What happens to my commuter plan if I am in the middle of the plan cycle on November 1, 2011?**
 - a. New toll rates for two-axle vehicles take effect on November 1, 2011, and immediately apply to any trips made on or after this date, regardless of plan cycle.
 - b. Because of the increase in commuter tolls, account balances will change more quickly and you are urged to monitor your account regularly to avoid a negative balance. For automatic replenishment customers, this means your credit card will be billed more quickly and your re-bill amount may increase.
 - c. For customers who replenish by cash or check, please be aware that the increase in commuter tolls requires more frequent replenishment or larger pre-paid toll balances.
 - d. If you do not use all of the trips from a plan that started before November 1, 2011, any unused trips will be charged at the pre-November 1, 2011, per trip rate for that plan cycle only.
 - e. For Bay Bridge customers, the commuter discount toll rate does not change.
- 2. Do all *E-ZPass* customers receive the new 10% discount? Will I get the 10% discount AND my discount plan rate with a Maryland toll facility?**
 - a. Only *E-ZPass* Maryland account customers will receive the 10% discount in Maryland with their Standard Plan.
 - b. You will only get one discount per trip. When you use a Maryland toll facility outside of your discount plan, you will automatically receive the 10% *E-ZPass* Maryland discount (not applicable to the Intercounty Connector/ICC).
- 3. When does the waiver start for the \$1.50 monthly account fee?**
 - a. The monthly \$1.50 *E-ZPass* account fee is waived for accounts used to pay three or more Maryland tolls in the previous month. November 2011 toll payments will be reviewed for waiver eligibility; statements will reflect waiver if eligible beginning in December.
- 4. Is my credit card re-bill amount going to increase because of the toll rate changes?**
 - a. Your re-bill amount still depends on your toll usage and is determined by your average monthly tolls for the past three months. If this amount has increased for any reason, your re-bill amount will increase, with a minimum re-bill of \$25. If this amount has decreased, your re-bill amount will decrease, with a minimum re-bill of \$25.
- 5. Will the number of trips change in the discount plan cycles?**
 - a. The only changes for discount plan trips is for the Supplemental Rebate Plan (see question #8 for details). There are no changes to the number of trips for any other *E-ZPass* Maryland discount plan.

6. What is a Video Toll? What is the Video Toll Rate?

- a. Effective November 1, 2011, a Video Toll Rate is charged when a vehicle passes through a Maryland toll facility without paying cash (not applicable to the ICC) or without having a valid *E-ZPass* transponder/account. Using a video image of the vehicle's license plate, a Notice of Toll Due is mailed to the vehicle's registered owner for payment. Video Toll Rates replace the \$3 Notice of Toll Due fee.
- b. An *E-ZPass* customer could be charged the Video Toll Rate if the tolling equipment does not read the transponder, and the toll cannot be posted to the *E-ZPass* account because the vehicle's license plate is not listed on the account.
- c. Video Toll Rates are 150% of the cash/base rates at Maryland toll facilities. There is a minimum video surcharge of \$1 and a maximum of \$15.

7. Business Accounts – When and how will my Post Usage Plan change?

- a. Changes to the Post Usage Plan are effective January 1, 2012.
- b. Only vehicles with five or more axles are eligible.
- c. New tier structure:
 - 10% rebate for monthly tolls per account of \$150 to \$1,999
 - 15% rebate for monthly tolls per account of \$2,000 to \$7,500
 - 20% rebate for monthly tolls per account over \$7,500

8. Business Accounts – How will my Supplemental Rebate Plan Change?

- a. Changes to the Supplemental Rebate Plan are effective January 1, 2012.
- b. Only vehicles with five or more axles are eligible.
- c. Expanded to provide rebates to vehicles making 60 or more trips per month at eligible Maryland facilities:
 - 5% Rebate for 60-79 trips per transponder per month
 - 10% Rebate for 80-99 trips per transponder per month
 - 15% Rebate for 100 or more trips per transponder per month

9. Business Accounts – Do Supplemental Rebate and Post Usage plans apply to the ICC?

- a. No, they do not; they apply only to Maryland's fixed-toll facilities.

Specific toll schedules and details of the tolling plan approved by the Maryland Transportation Authority (MDTA) Board on Sept. 22, 2011, are available at www.mdt.maryland.gov.